



Water Table Decline

Water Quality

Annual Report 2009



Building a Better Water Portfolio

– *from the Ground Up*

Many years ago, Fresno was fortunate to have leaders who recognized that planning for the storage and delivery of water was vital to our future. As a result, when the U.S. Bureau of Reclamation built Friant Dam, 60,000 acre feet of surface water was secured as part of the Central Valley Project. Also, approximately an additional 110,000 acre feet was made available through an agreement with the Fresno Irrigation District. This water was used mainly for the recharge of our aquifer. Fresno has a plentiful surface water supply. However, the Fresno urban and agricultural area still heavily relies on a network of groundwater wells, pumps, and pipes built to draw our water out of the ground and deliver it to residents and farms. For years, this system of pumping groundwater worked as the water was plentiful. But as both cities and agricultural operations continued to rely heavily upon groundwater as their primary source supply, it now has become apparent that heavy reliance on groundwater is unsustainable.

Fortunately, groundwater is not the only source of water available to us – surface water from our rivers and lakes is reliable and of high quality. However, the infrastructure

to deliver surface water is needed. Plus, many of our pipes and storage facilities are due for replacement, making it more difficult to integrate surface water into our water resource portfolio. Fresno is taking steps to meet these challenges. The Surface Water Treatment Facility in Northeast Fresno constitutes only 12% of Fresno's potable water demand – a number that could and should be increased dramatically.

In addition to increasing the use of surface water, we are also working to introduce recycled wastewater to the City's water resource portfolio. Recycled water is treated for non-potable uses, such as irrigation of parks, cemeteries, golf courses, and median islands, and is part of our overall plan to develop a more sustainable water supply. The City of Fresno has a long range plan to shift from a sole reliance on groundwater to a more balanced use of water resources called the Metropolitan Water Resources Management Plan. This, combined with our planned reuse program and the community's cooperation with water conservation efforts, can create a sustainable and reliable supply of water for years to come.



What's In This Report?

This Annual Water Quality Report, prepared in cooperation with the California Department of Public Health (CaDPH), provides important information about Fresno's water supply, water quality, and water delivery system. Test results from Fresno's 2008/2009 Water Quality Monitoring Program are summarized throughout these pages. It is important to read the messages regarding various water quality issues from the United States Environmental Protection Agency (USEPA) and from your City of Fresno Water Division.

Facts About Drinking Water Standards

Under the 1974 Safe Drinking Water Act, the USEPA and the CaDPH were charged with the responsibility of setting and implementing safe drinking water standards. Congress reauthorized this act in 1996. One hundred compounds are now regulated; another 48 are subject to monitoring. Fortunately, only a small number have ever been detected in Fresno's water supply.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Water Quality Monitoring

Unregulated contaminant monitoring helps USEPA and the CaDPH to determine where certain contaminants occur and whether the contaminants need to be regulated.

What Happens in Fresno if a Well Exceeds EPA or DPH Standards?

If a well violates standards, it would be removed from service and an alternate water supply is provided. In the event a well exceeds standards but must stay in service, customers who receive water from that well would be directly notified by mail or by hand-delivered flyers.

In order to ensure that tap water is safe to drink, the USEPA and the CaDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CaDPH regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Nitrate: Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of

the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Arsenic: While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The USEPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Lead: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Fresno is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Fluoride: Fluoride in small amounts has been found to be a beneficial additive to drinking water that aids in the prevention of tooth decay. It is most beneficial when administered to very young children and many dentists prescribe fluoride drops for their patients. Fluoride is added to the drinking water in several Fresno County districts that lay within the City of Fresno service area. The fluoride levels in the treated water are maintained within a range of 700 to 1,300 ug/L or ppb, as required by CaDPH regulations. Children living in these districts should avoid taking fluoride drops. While all of the fluoridated districts exist north of Shaw Ave., not all districts north of Shaw Ave. are fluoridated. If you are unsure as to whether you are receiving fluoride in you tap water, please contact the water division or your dentist. Additional information is available at the CaDPH's fluoridation website, where you may obtain more information about fluoridation, oral health, and current issues www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx.

How Water Quality Affects People

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for

Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

California Drinking Water Source Assessment and Protection Program

The City of Fresno Water Division and the CaDPH has completed the California Drinking Water Source Assessment and Protection (DWSAP) Program for water wells operated by the Fresno Water Division. The complete report is available for viewing at the Water Division or the Fresno CaDPH office. Please contact the Water Division at 621-5300 or CaDPH at 447-3300 if you are interested in more information regarding this report.

The City operates approximately 260 wells throughout Fresno's 115 square mile area. Given the size and complexity of our system, the DWSAP report is a very large document and even a brief summary would be difficult to include in this Consumer Confidence Report. However, two summary data tables are available on the City's website at www.fresno.gov. In the search box type Water Quality Report and you will automatically be routed to the linking page containing the reports.

The multipurpose goal of the DWSAP is to identify ways communities can protect the water supplies, manage their water resources, improve drinking water quality, inform their citizens of known contaminants, identify known activities and locations that can threaten their supply, and meet regulatory requirements.

As an example, the following paragraph lists the contaminating activities and sources which can affect Fresno's drinking water.

Airports-maintenance/fueling areas, apartments and condominiums, automobile-body shops, automobile-gas stations, automobile-repair shops, boat services/repair/refinishing, chemical/petroleum processing/storage, irrigated crops, dry cleaners, electrical/electronic manufacturing, fertilizer, pesticide/herbicide application, golf courses, historic gas stations, historic waste dumps/landfills, home manufacturing, hospitals, housing-high density, junk/scrap/salvage yards, known contaminant plumes, landfills/dumps, machine shops, metal plating/finishing/fabricating, medical/dental offices/clinics, military installations, motor pools, office buildings/complexes, parks, pesticide/fertilizer/petroleum storage and transfer areas, photo processing/printing, plastics/synthetics producers, railroad yards/maintenance/fueling areas, rental yards, schools, septic systems-high density, sewer collection systems, transportation corridors-railroads, underground storage tanks-confirmed leaking tanks, utility stations-maintenance areas, veterinary offices/clinics, wastewater treatment plants, wells-agriculture/irrigation, wells-water supply.

More information is included in the summary which identifies the affected well(s) and associated activities.

Conservation -

What You Can Do To Help!

Summer is a heavy water-use time. You can help alleviate the burden put on our water system by following these simple rules.

Set Your Timer "Off" The Hour

at times such as 3:45 a.m., 4:37 a.m., or 5:11 a.m.

Unfortunately, most timers are set to begin watering right on the hour, so huge fluctuations are seen on our water charts at 3:00 a.m., 4:00 a.m. and 5:00 a.m. resulting in dramatic reductions in water pressure. By setting your timer "off the hour," you can help alleviate this problem and effectively use the available water supply, and provide better water pressure to keep your landscape healthy.

Avoid Over-watering.

If water is flowing from your property into the gutter, you are probably over-watering. Call 621-5480 for irrigation tips and a FREE brochure on water-wise landscaping.

Planning to Drain Your Pool?

Be sure to call 621-5480 to obtain a pool drain permit.

Report Water Waste

Call 621-5480.

Plant It Out Right

Planning a new landscape project? Want to know which plants help to conserve water and still look beautiful? Attractive gardens and landscapes add to the value of your home and bring years of beauty and enjoyment. And with a water-efficient design, you'll be able to curb plant disease, minimize the use of chemical fertilizers, and save water, money, and time.

Call the City of Fresno Water Conservation Program for your free brochure on creating a garden rich in native, drought-tolerant plants. The brochure includes a large list of beautiful flowers, shrubs, trees, ground covers, and vines that grow well in our Central California climate.

Call 621-5480 for your FREE brochures.



**Water On Your
Authorized
Watering Days
and Times.**

**NO
WATERING
MONDAYS**

WATERING SCHEDULE

SPRING/SUMMER March 2 - November 30	WINTER December 1 - March 1
ODD Numbered Addresses: (Ending in 1, 3, 5, 7, 9) Tuesday/Thursday/Saturday	ODD Numbered Addresses: (Ending in 1, 3, 5, 7, 9) Saturdays Only
EVEN Numbered Addresses: (Ending in 0, 2, 4, 6, 8) Wednesday/Friday/Sunday	EVEN Numbered Addresses: (Ending in 0, 2, 4, 6, 8) Sundays Only
NO WATERING BETWEEN 6 A.M. AND 7 P.M.	WATER ANYTIME ON YOUR DAY

Water Quality

The City of Fresno offers its customers high-quality water that meets state and federal standards. Even so, drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Contaminants that may be present in Source Water include:

- **Microbial contaminants**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Tables 1-5: Primary Standards and Unregulated Contaminants

The following tables list all the drinking water contaminants that were tested for during the 2009 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2009. The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data contained in this report, though representative of the water quality, is more than one year old.

Terms and Abbreviations

- n/a: not applicable
- NTU: Nephelometric Turbidity Unit (a measure of light)
- nd: not detectable at testing limits
- ng/L: nanograms per liter or parts per trillion
- ug/L: micrograms per liter or parts per billion
- mg/L: milligrams per liter or parts per million
- pCi/L: picocuries per liter (a measure of radiation)

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Table 1: PRIMARY STANDARDS AND UNREGULATED CONTAMINANTS							
Chemical Table	MCL	PHG (MCLG)	Fresno Average	Range of Detection's	MCL Violation	Last Sampled	Typical Source of Contaminant
Volatile Organic Contaminants							
cis-1,2-Dichloroethylene (ug/L)	6	(70)	0.05	nd - 4.4	NO	2008/2009	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
Tetrachloroethylene (PCE) (ug/L) (1)	5	0.06	0.28	nd - 17	NO	2008/2009	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene (TCE) (ug/L) (2)	5	0.8	0.26	nd - 12	NO	2008/2009	Discharge from metal degreasing sites and other factories
Synthetic Organic Contaminants							
Dibromochloropropane (DBCP) (ng/L) (3)	200	1.7	40	nd - 570	YES	2008/2009	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit
Ethylene Dibromide (EDB) (ng/L) (4)	50	(0)	0.7	nd - 51	NO	2008/2009	Discharge from petroleum refineries; underground gas tank leaks; banned nematocide that may still be present in soils due to runoff and leaching from grain and fruit crops
Inorganic Contaminants							
Aluminum (AL) (ug/L)	1000	0.6	0.89	nd - 180	NO	2008	Erosion of natural deposits; residue from some surface water treatment plants
Arsenic (As) (ug/L)	50	0	1.4	nd - 5.5	NO	2008	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (Ba) (mg/L)	1	(2)	0.008	nd- 0.15	NO	2008	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride (ug/L)	2000	1000	185	nd - 1200	NO	2008	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (NO3) (mg/L)	45	45	23	0 - 43	NO	2009	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radionuclides (5)							
Gross Alpha (pCi/L)	15	n/a	3.19	-1.53 - 22.90	NO	2007	Erosion of natural deposits
Radium 226 (pCi/L)	3	n/a	0.72	-0.12 - 3.84	NO	2007	Erosion of natural deposits
Radium 228 (pCi/L)	2	n/a	0.60	-0.22 - 2.3	NO	2007	Erosion of natural deposits
Uranium (pCi/L)	20	0.5	5.89	nd - 16	NO	2007	Erosion of natural deposits
Unregulated Contaminants (ICR, UCMR & Misc)							
DCPA Diacid + Monoacid	n/a		0.969	nd - 4.7	n/a	2004	We are required by regulations to monitor for certain unregulated contaminants. This is helpful to the USEPA and CaDPH for tracking the location of contaminants and whether there is a need for stricter regulations. Several contaminants indicate detected values with a "<" symbol meaning less than. There are two possible reasons for this. First, the Detection Limit for Reporting, DLR, has not been established by EPA or CaDPH. Second, for various reasons, the analytical equipment is unable to quantify the value below the stated "less than" value but analysis indicates the contaminant is present. For either reason, the concentration cannot be quantified and the City must assume that a "Fresno Average" is not applicable for this report.
Dichlorodifluoromethane (Freon 12)	n/a		0.510	nd - 21	n/a	2008	
Trichloropropane (1,2,3-TCP) (6)	n/a		0.003	nd - 0.13	n/a	2007	
Disinfection Byproducts, Disinfectant Residuals, and Disinfection Byproduct Precursors							
Total Trihalomethanes (TTHM) (ug/L)	80	n/a	6.30	nd - 16	NO	2009	Byproduct of drinking water chlorination
Haloacetic Acids (HAA5) (ug/L)	60	n/a	2.80	nd - 12	NO	2009	Byproduct of drinking water chlorination
Chlorine (NAOCL) (mg/L)	4	4	0.78	nd - 2.3	NO	2009	Drinking water disinfectant added for treatment

Table 2: MICRO BIOLOGICAL CONTAMINANTS					
Over 220 bacteriological samples are collected every month in Fresno's distribution system. In addition, over 300 bacteriological samples are collected from wells and treatment sites.					
Contaminant	Highest No. of Detection's	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	2 of 246 or 0.81%	0	5%	0	Naturally present in the environment
E.coli	0	0	A routine sample is positive for E.coli and a repeat sample is positive for total, fecal or E.coli bacteria	0	Human or animal fecal waste

Table 3: LEAD AND COPPER						
Lead and Copper samples are collected from wells, the distribution system and from inside residences.						
Contaminant	No. of Samples Collected	90th Percentile Level Detected	No. of Sites Exceeding Action Level	Action Level	MCLG	Typical Source of Contaminant
Lead (ug/L) (Sampled in 2006)	50	2	0	15	2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (mg/L) (Sampled in 2006)	50	0.17	0	1.3	0.17	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

(1) Tetrachloroethylene (PCE), A single well, PS 117, located on Bullard near Blackstone, had detectable amounts of this contaminant in the water. During routine testing of this well in late February 2008 a single result was over the MCL of 5 UG/L. Two follow-up samples in early March confirmed the presence of PCE in the well at a level high enough that additional sampling was not necessary and the well was removed from service. PCE is primarily associated with the discharge from factories, dry cleaners, and auto shops (metal degreaser). Some people who use water containing tetrachloroethylene in excess of the MCL over many years may experience liver problems, and may have an increased risk of getting cancer.

(2) Trichloroethylene (TCE), A single well, PS 287, located on Sierra, west of West Ave has detectable amounts of this contaminant in the water. This well is located near a large known TCE plume in NW Fresno and is monitored monthly. In December 2008, a single result was significantly above the MCL and follow-up samples confirmed the high concentration. In 2009, the City redirected the water from this well to a nearby treatment site and began operations in September. TCE is primarily associated with the discharge from metal degreasing sites and other factories. Some people who use water containing trichloroethylene in excess of the MCL over many years may experience liver problems and may have an increased risk of getting cancer.

(3) Dibromochloropropane (DBCP), PS 184, a treatment site for the removal of DBCP had a single result above the MCL. Unlike a typical treatment site where it takes several months to occur, the effluent result at this site went from .14 ug/L to .57 ug/l in less than one month. The site was immediately turned off and a carbon change out was scheduled. DBCP is a banned nematocide that was used in agriculture. People who use water containing DBCP in excess of the MCL over many years may experience reproductive problems and may have an increased risk of getting cancer.

(4) Ethylene Dibromide (EDB), A single well, PS 297-2, located in SE Fresno near Sunnyside and Alta had a single result that reached the MCL of .05 ug/L. The site was immediately turned off and a carbon change out was scheduled. EDB is associated with petroleum refineries; underground gas tank leaks; and banned nematocide that may still be present in soils. Some people who use water containing ethylene dibromide in excess of the MCL over many years may experience liver, stomach, reproductive system, or kidney problems, and may have an increased risk of getting cancer.

(5) RADIONUCLIDES, including Gross Alpha, Radium 226 and Radium 228 are sampled on various schedules depending upon the results for previous samples. The well may be sampled as often as every three years but no longer than nine years. Compliance is based on the average of four quarters. Several well sites had samples that exceeded the MCL for a specific sample date. Some people who drink water containing these constituents over many years may have an increased risk of getting cancer.

(6) Trichloropropane (1,2,3-TCP), The USEPA periodically requires utilities to conduct monitoring of unregulated contaminants such as 1,2,3-TCP which was detected in 30 Fresno wells. The State of California has created a regulatory notification level of 0.005 ppb which is also the detection limit for reporting. At the request of DHS in 2004, we removed from service well site 63, located near McKinley and Chestnut, which exceeds 100 times the action level. The City continues monitoring of the affected wells. Some people who use water containing 1,2,3-trichloropropane in excess of the notification level over many years may have an increased risk of getting cancer, based on studies in laboratory animals.

Table 4: SECONDARY STANDARDS CONTAMINANTS LIST

Secondary standards are based on aesthetic factors (taste, appearance and odor, etc.) and are not health related.

Inorganic Contaminants	MCL	Fresno Average	Range of Detection's	MCL Violation	Last Sampled
Aluminum (ug/L)	200	0.008	nd - 180	NO	2008
Apparent Color (Unfiltered)	15	1.01	nd - 5	NO	2008
Chloride (Cl) (mg/L)	500	9	1.7 - 49	NO	2008
Copper (Cu) (mg/L)	1	.001	0 - 0.085	NO	2008
Iron (Fe) (ug/L) (7)	300	5	nd - 570	YES	2008
Manganese (Mn) (ug/L)	50	0.11	nd - 23	NO	2008
Sodium (Na) (mg/L)	n/a	19	4.4 - 32	NO	2008
Specific Conductance (E.C.) (umho/cm+)	1600	309	88 - 740	NO	2008
Sulfate (SO4) (mg/L)	500	10	2 - 36	NO	2008
Total Dissolved Solids (TDS) (mg/L)	1000	219	97 - 430	NO	2008
Total Hardness (as CaCO3) (mg/L)	n/a	114	26 - 300	NO	2008
Turbidity (Lab) (units)	5	0.25	0.10 - 4.3	NO	2008
Zinc (Zn) (mg/L)	5000	1.58	nd - 320	NO	2008

(7) A single well, PS 187 had an elevated level of iron exceeding the aesthetic standards of 300 ug/L. Previous and additional samples from this well were non-detectable indicating that the problem was associated with the well itself and not the water.

Table 5: TURBIDITY IN NORTH EAST FRESNO RELATED TO SURFACE WATER TREATMENT PLANT OPERATIONS

Turbidity is a measurement of the cloudiness of the water determined by the ratio of the intensity of light scattered by the sample to the intensity of incident light. We monitor it because it is a good indicator of the effectiveness of our filtration system.

	MCL	MCLG	Level Found	Range	Sample Date	Violation	Typical Source
Turbidity (NTU)	TT = 1 NTU	n/a	0.100	n/a	16-Apr-09	n/a	Soil runoff
	TT = 95% of samples <0.3 NTU	n/a	100%		Continuous	n/a	

Q&A with Wally Meter

Water meters are coming soon. Here are answers to some of the most common questions:

Q. Why is the City of Fresno implementing water meters?

A. The City of Fresno is transitioning to metered water because of state and federal mandates. Also, water meters are necessary in order to satisfy the contract that supplies Fresno with 60,000 acre-feet of water from behind Friant Dam.

Q. How much will my water cost?

A. Fresno water customers pay about a penny for every ten gallons of water. According to a recent nationwide survey, that's about 52% below the national median for cities of a similar size.

Q. How will I be billed?

A. Phase one is the transition to monthly billing happening this summer. Then, sometime between Oct. 2010 and Dec. 2013, customers will be billed a metered rate. When you get your metered bill will depend on when you get your meter.

Q. When will I get my water meter?

A. Over the next 2 1/2 years, the City of Fresno will install meters at approximately 110,000 residences. You can view a map showing the progress of water meter installations at www.fresnowatermeter.org/map.pdf.

Q. Will the City send me a sample bill so I can see how much water I'm using?

A. Yes. For two months prior to sending your first official metered bill, the City will include the amount of water you are using, along with your flat-rate bill. You will only be required to pay the flat-rate bill during this two month "grace period."

Q. What's in it for me?

A. Right now, the cost of water is spread evenly over the entire population, meaning water savers pay for water wasters. If you are among those who conserve water, you may see a decrease in what you pay the City.

For more information regarding water meters:
www.fresnowatermeter.org | 621-8610.

Incredible Water Statistics

In 2009, the City of Fresno Water Division....

- **Serviced more than 130,000 water customer accounts**
- **Operated approximately 260 active pump stations with a high-tech production and distributed control system**
- **Maintained more than 1,700 miles of water main, thousands of miles of service lines, approximately 12,000 fire hydrants and over 18,000 valves**
- **Ran a 30 MGD Surface Water Treatment Facility in Northeast Fresno and a 2 million gallon storage tank in Southeast Fresno**
- **Managed over 200 acres of recharge basins**
- **Spent over \$9 million for power to pump water**

...to supply over 50 billion gallons of water to Fresno residents that was safe, reliable and affordable. This is an average of 140 million gallons per day or enough water to fill one-third of Millerton Lake.

We're here to help!

You can contact the City of Fresno Water Division by phone, mail or e-mail.

PHONE

Water Division **621-5300**
Water Quality **621-5365**
Water Conservation **621-5480**

MAIL

City of Fresno Water Division
1910 E. University Ave.
Fresno, CA 93703-2988

E-MAIL

information@water.fresno.gov
www.fresno.gov

OPPORTUNITIES FOR PUBLIC DISCUSSION

The public is invited to discuss water quality and other water issues during monthly meetings held at the Water Division. For more information, contact us at 621-5305.

SPEAKER'S BUREAU & TOURS

Need a speaker for your school, community group, or service club about water issues? Tours and classroom presentations are also available.

Call us at 621-5480.

